

DOIT MASTER AGREEMENT NUMBER:

B-03-006

DOIT APPROVAL DATE:

10/1/2003

VENDOR NAME: **SBC SNET**FEIN: **06-054-26-46****SERVICE/PRODUCT NAME: Local Exchange Service: Analog Lines (POTS Service)- CentraLink 1100****SERVICE/PRODUCT DESCRIPTION:**

CentraLink 1100 is an office telecommunications system for businesses that uses a separate dedicated line between each telephone at your premises and the switching equipment at the SBC SNET central office. The SBC SNET central office switching equipment provides all of the centrex functionality, such as directing incoming phone calls directly to the appropriate station, handling direct dialing of outbound calls, and providing a variety of Private Branch Exchange (PBX) like service features. As an integral part of SBC SNET's network, CentraLink 1100 service takes advantage of extensive central processor capability and distributed processor technology that minimizes down time and constant technological upgrades.

**Features include:**

- **Direct Inward Dialing and Direct Outward Dialing** allows you to route calls directly or through an attendant.
- **Hunting** automatically sends an incoming call from a busy line to the next designated line.
- **Station Line Identification** provides a detailed record of calls made by each CentraLink station - including start time, duration, and toll call numbers.
- **Call Forwarding-Variable** automatically forwards calls wherever you like, inside or outside your business.
- **Call Forwarding-Busy Line** automatically reroutes calls to a designated station or your voice mail if your line is busy.
- **Call Forwarding-Don't Answer** automatically reroutes calls to another phone if you haven't responded within a preset number of rings.
- **Consultation** allows you to place a caller on hold and call another party to confer on the matter at hand or gather additional information--privately without your original party hearing, and without the need for additional lines or sophisticated hardware.
- **Three-Way Calling** turns a two-way call into a mini-conference. You can add a third person to your call at any time.
- **Call Waiting**-Incoming lets you take a second call if you are already on the line.

**SERVICE LEVELS:****Installation Intervals**

Less than 10 lines = 5 business days

10 or more lines = Individual Case Basis

**Routine Repair Intervals**

Response time = Less than 1 hour

Repair Resolution time = 36 hours or less

**Repair Service Level Definitions:**

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State. It is calculated during a measurement period and is expressed as an average time (expressed in hours and minutes of the Repair Resolution intervals) for all problems of a particular network service for the State's entire network.

**SERVICE AVAILABILITY/LIMITATIONS:**

SERVICE AVAILABILITY

See Service Availability spreadsheet

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<b>SERVICE NAME: Local Exchange Service: Analog Lines (POTS Service) - CentraLink 1100</b>									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost*	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	08/14/03	10/01/03	1	R4N	CentraLink 1100 line: Exchange Class 1	line	\$60.00	\$60.00	\$21.00
Add	08/14/03		2	R4N	CentraLink 1100 line: Exchange Class 2	line	\$60.00	\$60.00	\$21.00
Add	08/14/03		3	R4N	CentraLink 1100 line: Exchange Class 3	line	\$60.00	\$60.00	\$24.00
Add	08/14/03		4	R4N	CentraLink 1100 line: Exchange Class 4	line	\$60.00	\$60.00	\$26.00
Add	08/14/03		5	R4N	CentraLink 1100 line: Exchange Class 5	line	\$60.00	\$60.00	\$28.00
Add	08/14/03		6	9ZR	Federal Subscriber Line Charge	line	\$0.00	\$0.00	\$6.88
Add	08/14/03		7	CYA	Common equipment per system (BTN)	BTN	\$0.00	\$0.00	\$5.00
Add	08/14/03		8	R48	Bridged Station Line	line	\$65.00	\$65.00	\$25.25
Add	08/14/03		9	SG9XX	Feature Change Charge	order	\$33.00	\$33.00	\$0.00
Add	08/14/03		10	WZZZJ	Call forward all calls path 2-5 per path	path>1	\$33.00	\$33.00	\$3.50
* NRC applies to new SNET services only									